

### **ABSTRACT OF THE DISCLOSURE**

A system and method of controlling warranty-related data and services provides centralized management of warranty programs for product vendors and purchasers. Data related to sales of products covered by warranties is compiled and processed and user-specific documents are generated. The documents are stored in the system and can be accessed over a computer network such as the Internet. A system server and control application provide a web site that allows a product purchaser to request a repair of a product under warranty, and then automatically arranges for the repair to be made by contacting a parcel delivery service and a repair center. The system receives period updates regarding the repair of the product, and makes the updates available to the system users in the form of accessible documents. The purchaser is able to quickly and easily obtain a repair for a product and be kept informed as to the status of the repair without expending much effort.